



TennCareSelect



PARA INFORMACIÓN ACERCA DE TENNCARE IN ESPAÑOL, LLAME AL 1-866-311-4290.

# **Getting the Right Care at the Right Time**

As a teen or young adult, it is important to know what kind of medical care you need. Some of the different types of care include: preventative, urgent or emergency.

#### Preventative or Routine Care:

Preventative care includes a visit once a year with your Primary Care Provider (PCP) when you are feeling well. The visit may be called a "wellness" or TENNderCare checkup. A routine visit with your PCP is important to make certain that you are healthy. At the visit, you and your PCP can talk about ways to keep you healthy. Don't wait until you are sick to see your PCP.

TENNderCare checkups are FREE for members until they reach age 21. Also, transportation for medical care is provided for FREE, if needed. BlueCare members call 1-800-468-9698 and

TennCareSelect members call 1-800-265-5479 if you need help:

- Scheduling a checkup
- Getting a ride to your

#### **Urgent Care:**

Urgent care is needed when you are really sick and can't get a visit with your PCP right away. An urgent medical condition is not considered an emergency. However, it may require care within 24 hours. Urgent care is needed for a very bad:

- Cold or flu
- Sprain
- Sore throat
- Fever
- Headache
- Earache
- Skin rash

If you think that you need urgent care, contact your PCP. You may also call our

\*24/7 Nurseline at 1-800-262-2873.

## **Emergency Care:**

Emergency care requires **IMMEDIATE** medical attention. Seek care at the closest emergency room for an illness or injury such as:

- Difficulty breathing
- Uncontrolled bleeding
- Poisoning
- Chest pain that lasts more than 2 minutes
- Unconsciousness
- Severe burns

If you don't have time to go to the emergency room, CALL 911.

Your member I.D. card lists phone numbers to help you get the right kind of care. It reads:

"Always show this card and tell your provider to check for prior authorization. Remember, you get your care from your primary care provider (PCP), listed on the front of this card, except in an emergency. Call your

#### PCP within 24 hours of any emergency care."

Source: http://www.mountsinaifpa.org/ about-us/locations/upper-west-side/ urgent-care/what-is-urgent-care

\*24/7 Nurseline offers health advice and support provided by Carewise Health, Inc., an independent company that does not provide BlueCross BlueShield of Tennessee branded products and services.



# Like us on Facebook!

**NEED HELP MAKING AN** APPOINTMENT OR GETTING A RIDE TO YOUR CHECKUP?

Call Customer Service at: BlueCare Member Service: 1-800-468-9698 or TennCareSelect Member Service: 1-800-263-5479. The hours are Monday – Friday, 8 a.m. to 6 p.m. ET.

We're new on Facebook for BlueCare and TennCareSelect members. Learn more about your benefits and get health and wellness tips. Connect with us today by visiting





often have depression, anxiety, drug or alcohol abuse, physical abuse or a behavior problem.

#### Why Do Teens Get Depression?

Problems at school or with friends or family are common. It may be a bad test grade, an argument with a friend or a breakup that upsets you. You may feel like sometimes these problems just won't go away. But there are always solutions to these problems even when it seems impossible. Suicide is NEVER the answer.

It is normal to be sad on occasion but teens with depression may:

- Feel sad, down, or irritable or not feel like doing things
- Have a change in sleeping or eating habits
- Feel guilty, worthless or hopeless
- Have less energy or have more difficulty paying attention
- Feel lonely or get easily upset
- Lose interest in things they used to enjoy

If you think you are depressed, talk with a parent, teacher or trusted adult. Depression can be treated. For more help, call your Primary Care Provider (PCP). Also, you can call the phone number on the back of your member I.D. card for the Nurseline or Mental Health services.

## Getting Help is the Answer!

If you or someone you know is thinking about suicide, please reach out for help!

- Talk to someone you trust:
  - Parent, teacher, coach or other trusted adult
- Call the National Suicide Prevention Lifeline:
  - 1-800-SUICIDE (1-800-784-2433)
  - 1-800-273-TALK (1-800-273-8255)
  - 1-800-799-4TTY (1-800-799-4889) for hearing impaired

#### The calls are free, 24 hours a days, 7 days a week!

If you or someone is in immediate **DANGER** because of thoughts of suicide,

- Go to the nearest **ER** or
- Call **911** or
- Call the Statewide Crisis Line at 1-855-CRISIS-1 (1-855-274-7471).

Source: http://www.healthychildren.org/English/health-issues/conditions/emotionalproblems/Pages/Teen-Suicide-Statistics.aspx



If you have been diagnosed with ADHD, it's important to talk to your doctor regularly. This is especially true if you were prescribed medication to treat your ADHD symptoms. Make sure that you go to your follow up appointment within a month of being prescribed your medication. This helps you and your doctor see how things are going and deal with any problems. Your doctor may try a couple of different medicines or dosages before finding what works best for you.

Source: http://kidshealth.org/teen/drug alcohol/drugs/ritalin.html

# **Your Dental Benefits**

As a TennDent member, you can choose from more than 1,000 dentists in Tennessee. You can get a free cleaning and exam every six months. It is very important that you see a TennDent dentist. TennDent will only pay for care from a TennDent dentist except in special cases or emergencies.

You should pick a dentist who is near to your home, school, or work so it is easy to get to your appointments. There are many ways to find a TennDent dentist:

- Go online to www.TennDent.com and click on 'Find a Dentist.'
- Use the Provider Directory in your TennDent Member Handbook (You should get one in the mail every year. If you need a new one, please call (877) 418-6886.)
- Call TennDent at (877) 418-6886 and we can help you find a dentist near you.

Once you have found a dentist, you should call the dentist's office to make an appointment. If you find out that you cannot get to your appointment, call the dentist to reschedule. You do not need an ID card from TennDent to get dental services. TennDent will not send you an ID card. Your dentist may call (877) 418-6886 to make sure you have TennDent benefits. If you need a ride to the dentist, call (877) 418-6886. Call at least a few days before your appointment to make sure you can get a ride when you need it.

When you have found a dentist you like and trust, you have found a 'dental home.' This means that you will go see the same dentist for all of your appointments. Finding a dental home means you will not have to search for a new dentist every time you need to see the dentist. If you have a toothache or other mouth pain, you already know which dentist to call. This also means your dentist will have all of your records and can track your oral health over time. Having a dental home will help you take better care of your teeth.



Call TennDent\* or visit their website if you have TennCare and are under the age of 21 and you need help finding a dentist.

- Phone: 1-877-418-6886
- Web: www.TennDent.com

\*TennDent is an independent company serving BlueCare and TennCareSelect members. TennDent's number and website address are listed for your convenience. TennDent does not provide Blue Cross or Blue Shield products or services.



Small Steps for Big Health Gains

Carrying extra weight puts added stress on the body. Teens who are overweight are more likely to develop diabetes and heart disease as they get older. It's never too late to make changes that can control weight and the health problems it causes. Those changes don't have to be big. Build your way up to big results by making a series of small healthy choices, like cutting out sugary drinks. Don't be afraid to ask for help from your doctor.



# **Pulling the Plug on Cyberbullying**

Today, teens face many challenges growing up in a world full of electronic devices. With texts, phone calls, tweets, IM's, posts and emails, connections with others can happen on a 24/7 basis. Electronic devices are supposed to make our world easier. Sometimes, though, they can be used to harass, threaten or embarrass others. This is called cyberbullying. It can happen at school, home or anywhere. Cyberbullying might include pictures, online threats or mean posts. Usually, it is hard to identify who is bullying you.

 Turn off the computer or phone, walk away and think about the best way to handle the situation

Avoid revenge because it only makes things worse

 Report the bully to the service provider or to the social media site

• Block the bully from all of your electronic devices.

Be safe online. Use passwords to protect your devices. Only share those passwords with your parent or guardian. Finally, before posting or sending a message, think before you click "send." Be careful with photos or comments you share. It can be difficult or impossible to delete them. Misunderstandings can happen more easily through cybercommunications. So be very careful about making your message clear so you do not accidently hurt the person receiving your message.

Source: http://kidshealth.org/teen/school\_jobs/bullying/cyberbullying.html#



# What is Cyberbullying?

- 1. Cyberbullying is being mean to someone through which of the following:
  - a. OE-mail
  - b. O Phone calls
  - c. O Text messages
  - d. Tweets
  - e. All of the above

- 2. If someone sends you a threatening message, you should:
  - a. WRITE BACK IN ALL CAPS SO THEY KNOW YOU ARE ANGRY!
  - b. One not respond but save it and show it to a parent or trusted adult.
  - c. O Forward it to your friends so they know what is going on.
  - d. Shut off your computer and do nothing.

- 3. True or false: Bullies can pretend to be someone they're not online.
  - a. True
  - b. False
- 4. True or false: Teens sometimes bully online because it's usually hard to identify them.
  - a. OTrue
  - b. False

Source: http://www.girlshealth.gov/bullying/quizzes/quiz.cyberbullying.cfm 1.e 2.b 3.a 4.a

# **Give it Your Best Shot!**

On a basketball court, you want to make your best shot! To do so, you need a guard on your team to protect you. Vaccines (shots) are like a guard. They help to protect you. You need routine vaccines to protect you from diseases.

Did You Miss a Shot as a Pre-Teen?

Ideally, you received the following routine vaccines when you were 11-12 years old:

	Vaccine	Prevents	Dates
	Meningococcal*	Meningococcal disease, a cause of meningitis and blood infections	1 Dose, 1 Booster*
	HPV	Human Papillomavirus (HPV) diseases, including cervical and anal cancer	3 Doses
	Tdap	Tetanus, diphtheria, pertussis or whooping cough, which is on the rise	1 Dose at 11-12 years of age
	Seasonal Influenza	The flu, which can be serious or deadly every year for even healthy adolescents	1 Dose every year

\*A booster dose is recommended at age 16. For those who received the first dose at 13-15 years, a booster is recommended at 16-18 years. Health officials suggest that adolescents receive the vaccine or booster less than five years before starting college.

#### What is a Booster Shot?

As you get older, protection from some childhood vaccines begin to wear off. Some vaccines require a booster shot every few years to keep you from getting certain diseases. For example, the first Meningococcal vaccine is recommended for teens 11-12 years old. Then, a booster shot is needed at age 16.

## Why Do I Need a Series or More Than One Shot?

In basketball, if a foul causes the player to miss a shot, the player receives a series of two or three free throws. It depends on whether the shot was taken in front of or behind the three-point line. Some vaccines are like free throws, they come in a series.

The HPV vaccine is given in a series of three shots for teens at 11-12 years of age. A second shot of the vaccine is recommended two months later. The third shot is recommended six months after the first shot.

## Do You Need A Catch-Up Shot?

As a baby and during childhood, you may have received shots to prevent protect you from diseases such as:

Varicella (chickenpox) Polio Measles, Mumps, Rubella (MMR) Hepatitis B

If you missed a dose of any of the shots for these diseases or the shots listed for teens, then catch-up on them right away! It's not too late! Some shots recommended today for teens may not have been required when you were younger. Anyone can get "kid diseases" like chicken pox. These diseases can be far more dangerous to teens and adults.

## Don't Hit the Rim. Make Every Shot!

BlueCare Tennessee wants you to be healthy! If you think that you are missing any shots or need to catch-up on them, talk with your parent or call your Primary Care Provider (PCP) for an appointment today. It could help to save your life! If you need help making an appointment, BlueCare members call **1-800-468-9698** and TennCareSelect members call **1-800-263-5479**.

Sources: http://kidshealth.org/teen/school\_jobs/college/vaccines.html#;

Sources: http://kidshealth.org/teen/school\_jobs/college/vaccines.html#, http://www.cdc.gov/vaccines/who/teens/index.html; www.preteenvaccines.org





If you're going to move or if you have moved, call the Family Assistance Service Center at 1-866-311-4287. Make sure it has your current address. You need to call even if BlueCare or TennCareSelect already have your new address.

Save **TeenHealthExplosion.com** as one of your favorite links. This useful website just for teens gives you lots of good information about your health



# **Free Services**

As a BlueCare or TennCareSelect member, you can get the following free services:

- Information on FREE interpretation and translation services
- TENNderCare information in an audio or Braille format, if needed
- A ride (if you need one) to your doctor or health department
- Just call: 1-800-468-9698 if you are a BlueCare member; 1-800-263-5479 if you are a TennCareSelect member.



# Report Fraud or Abuse

To report fraud or abuse to the Office of Inspector General (OIG) you can call toll-free 1-800-433-3982 or go online to www.state.tn.us/tenncare and click on 'Report Fraud'. To report provider fraud or patient abuse to the Tennessee Bureau of Investigation's Medicaid Fraud Control Unit (MFCU), call toll-free 1-800-433-5454.





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# Do you need help with this information?

Is it because you have a health, mental health, or learning problem or a disability? Or, do you need help in another language? If so, you have a right to get help, and we can help you. Call Customer Service. **BlueCare** members call

**1-800-468-9698**. **TennCare***Select* members call **1-800-263-5479**.

Do you have a **mental illness and need help with this information?** The TennCare Advocacy Program can help you. Call them for free at **1-800-758-1638.** 

If you have a hearing or speech problem you can call us on a TTY/TDD machine. Our TTY/TDD numbers are:

BlueCare - 1-800-226-1958;

TennCareSelect - 1-800-226-1958.

JUST FORYOU

1 Cameron Hill Circle
Chattanooga, Tennessee 37402-0001
; Habla español y necesita ayuda con esta
carta? Los miembros de BlueCare pueden
llamar al 1-800-468-9698. Los miembros de
TennCareSelect, pueden llamar al
1-800-263-5479. We do not allow unfair treatment
in TennCare. No one is treated in a different
way because of race, color, birthplace, religion,
language, sex, age, or disability. Do you think
you've been treated unfairly?
Do you have more questions or need more help?
If you think you've been treated unfairly, call the
Family Assistance Service Center for free at 1-866311-4287. In Nashville, call 743-2000. Need help
in another language? You can call for language
assistance. BlueCare members call
1-800-263-5479. Interpretation and translation
services are free to TennCare members.
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# **Chance to Win**

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#### \$100 Gift Card

What would you buy with a \$100 gift card? School clothes, CDs, athletic equipment, electronics? This could be your decision if you're the lucky winner.

## How to be eligible to win

Just get your TENNderCare well-care checkup from your doctor or health clinic before September 30, 2013.

#### Two ways to enter

- 1. Call us at 1-800-333-3819. Tell us when and where you received your well-care checkup and the name of the doctor who did your checkup.
- 2. Or fill out this form. Cut this page out of the newsletter. Fold into thirds with the address on the outside. Tape shut. Drop in the mailbox. Be sure to mail your entry no later than October 5, 2013.

We'll put your name in the drawing for the gift card.

Remember, the checkup is free for TennCare members under the age of 21. And a yearly checkup is important – even if you're feeling well. It also gives you a chance to ask your doctor about any of your questions or concerns.

Your address:			
Street			
City		ZIP	
Phone			
I received my yearly well-care checkup on	(date)		
At(where)	. ,		
(where)			
By(name of doctor or			
(name of doctor or	nurse)		
BlueCare or TennCare <i>Select</i> Member Name			
Member's ID Number (look on your health care ID card)			